



IFMA FACILITY FUSION

Conference & Expo //////////////// 2015

March 10-11

Vancouver, BC | Sheraton Wall Centre



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Your career. Our focus.**

Show Directory



Hosted by the International Facility Management Association, the globally recognized resource for facility management, representing 24,000 members in 96 countries, 133 regional chapters and 17 councils.



IFMA™

International Facility Management Association

Empowering Facility Professionals Worldwide

Special thanks to the British Columbia Chapter of IFMA for their support in bringing Facility Fusion to Vancouver.

facilityfusion.ifma.org/vancouver

On behalf of IFMA, the British Columbia Chapter of IFMA, our exhibitors and sponsors, and this year's program committee, we welcome you to IFMA Facility Fusion Canada Conference & Expo. We wish you an enjoyable and successful learning and networking experience.

Program Committee

Jim Christopher, CFM, SFP, LEED AP, President, FM+C Groveland Group
 Janice Cimbalo, Esq., MCR, Senior Vice President, Jones Lang LaSalle
 Chris Hood, Managing Director, CBRE
 Kathy Lesiuk, Vice President, Serten Advisors
 Kate Lister, President, Global Workplace Analytics
 Kate North, Vice President, Global Development, e-Work.com
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 Greg Williams, CFM, SFP, FMP, Team Manager, St. Paul West District
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 Monica Grinage Cooper, CMP, Event Program Manager, IFMA
 Laverne Deckert, Product Manager, Professional Development, IFMA
 Rebecca Liu, Event Program Coordinator, IFMA
 Mary Ressler, Manager, Components, IFMA
 Jan Waugh, Director of Membership, IFMA

Exhibitors

Held in conjunction with networking breaks and special receptions, the expo allows you to build relationships with exhibitors in a relaxed setting. Bring your facility challenges to the experts – our exhibitors are here to recommend the best products, services and career-building resources for you and your facilities.

- BuiltSpace Technologies Corp. #15
- Dana Hospitality #19
- DIRTT #18
- Easi File Canada #26
- Fellows Canada Ltd. #10
- Horizant #2
- IFMA Council Pavilion #17
- IFMA Foundation #4
- IFMA Professional Development #8
- IMAGINiT Technologies #27
- LSS Life Safety Services #12
- OfficeSpace Software #14
- Pinnacle Group Inc. #3
- Qube Global Software #21
- ServiceMaster of Canada Ltd. #23** 
- SKYFOLD #9
- Techni-Contact Canada Ltd. #16
- Teknion Ltd. #28

Sponsors : JLL, BC Chapter of IFMA, Multiview

Conference and expo activities take place on the 3rd level of the Sheraton Wall Centre in Junior Ballrooms A-D and the Pavilion Ballroom.

Monday, March 9

8 a.m.-5 p.m. | Registration | 3rd Level Foyer



9 a.m.-5 p.m. | Workplace Evolutionaries

Pre-Conference | Junior Ballroom C

Explore key insights from 10 great workplace case studies from Canada and the U.S. Join the "Workplace Conversation," a global movement focused on a highly interactive and experiential process to expand our collective thinking on how we can make work better.

2 p.m.-5 p.m. | Facility Tours | 3rd Level Foyer

Tour groups: Please check in at registration to receive your badge and ticket. Meet near registration at 1:30 p.m. before boarding shuttles to one of the following tour locations:

- University of British Columbia
- Richmond Olympic Oval
- Science World Sphere

Tuesday, March 10

8:30 a.m.-5 p.m. | Registration | 3rd Level Foyer

8:30 a.m.-9:30 a.m. | Continental Breakfast | Expo: Pavilion Ballroom + Foyer

9:30 a.m.-10:30 a.m. | General Session 1.0: The Who, What, When, Where & Why of Agile Work in Canada | Junior Ballroom C-D

Speakers: Kate Lister, President, Global Workplace Analytics; Kate North, Vice President, Global Development, e-Work.com; Robyn Bews, Executive Director, WORKshift Canada – Learn how leading Canadian employers are using agile workplace strategies to reduce costs and improve employee engagement and key performance indicators.

10:30 a.m.-11 a.m. | Morning Break | Expo: Pavilion Ballroom + Foyer

11 a.m.-12:15 p.m. | Educational Sessions 2.01-2.04

12:30 p.m.-1:30 p.m. | General Session Networking Lunch 3.0

1:30 p.m.-2 p.m. | Dessert & Coffee | Expo: Pavilion Ballroom + Foyer

2 p.m.-3:15 p.m. | Educational Sessions 4.01-4.04

3:15 p.m.-3:45 p.m. | Afternoon Break | Expo: Pavilion Ballroom + Foyer

3:45 p.m.-5 p.m. | Educational Sessions 5.01-5.04

5 p.m.-6:30 p.m. | Welcome Reception | Expo: Pavilion Ballroom + Foyer

7 p.m. | WE EAT | Find out where by attending a CREC/WE session!

9 p.m. | CREC Cocktail Party | Find out where by attending a CREC/WE session!

Wednesday, March 11

8:30 a.m.-4 p.m. | Registration | 3rd Level Foyer

8:30 a.m.-9:30 a.m. | Continental Breakfast | Expo: Pavilion Ballroom + Foyer

9:30 a.m.-10:30 a.m. | Educational Sessions 6.01-6.04

10:45 a.m.-11:45 a.m. | Educational Sessions 7.01-7.04

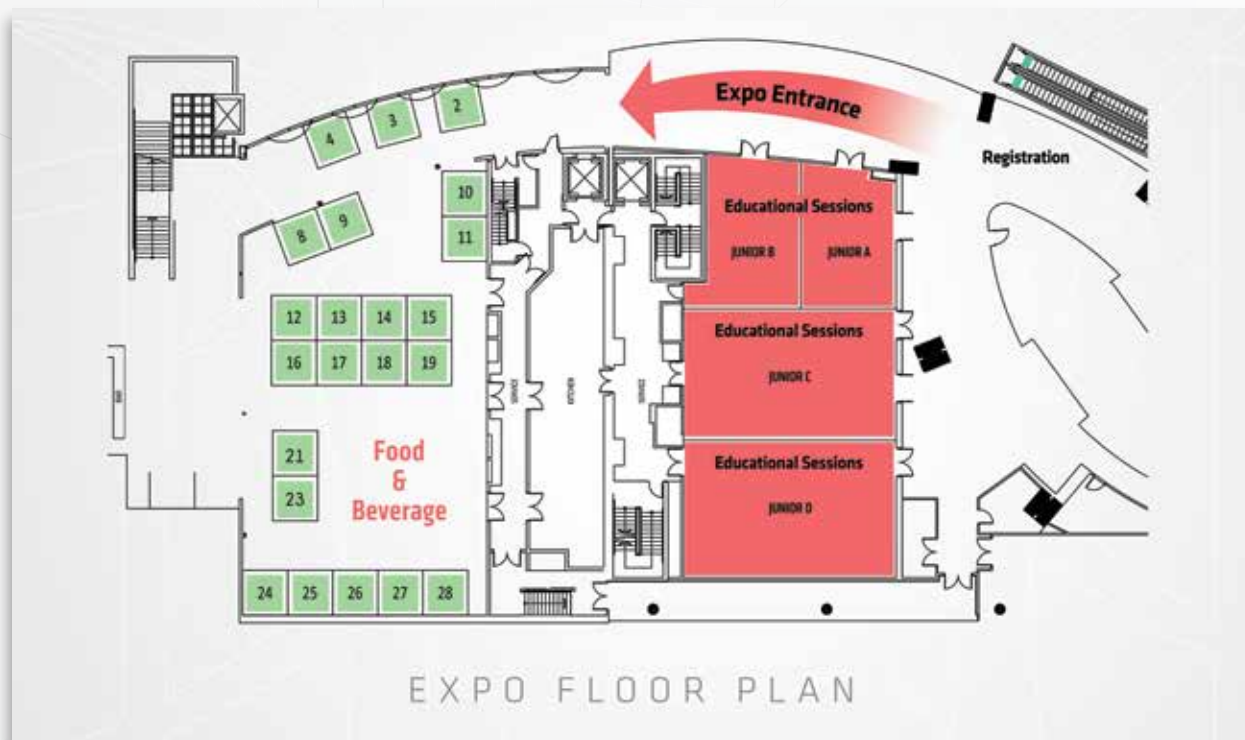
11:45 a.m.-1:15 p.m. | General Session Luncheon 7.0: Diving Into the Deep Waters of Change | Junior Ballroom C-D

Speakers: Cheryl Duvall, FIIDA, MSOD, LEED AP, President, Avance LLC; You're familiar with the "why" and the "what" of change management, now you're seeking effective methodologies to deliver the "how." Learn to apply the eight steps of change, then use the featured case study to explore one of the steps with those seated at your table.

1:15 p.m.-1:45 p.m. | Dessert & Coffee | Expo: Pavilion Ballroom + Foyer

2 p.m.-3 p.m. | Educational Sessions 8.01-8.03

3 p.m.-4 p.m. | Educational Sessions 9.01-9.03



10:45 a.m.-11:45 a.m. | 7.04 Credentials & Your Chapter: Successful Course Offerings for Your Members | IFMA Volunteer Leaders Training | Orca | **Speaker:** Randy Olson – IFMA credentials are a great option for extending education and knowledge to your members and community. Hear from chapters that have created a consistent course schedule, increasing the number of credentialed members. Learn about the marketing and implementation support you receive from IFMA.

	2.01	2.02	2.03	2.04
11 a.m. - 12:15 p.m.	Blueprint: Transforming Office Space Design in British Columbia's Public Service Junior Ballroom: CD	How to Persuasively Speak Up to Higher Ups Junior Ballroom: A	Real Estate: What's Hot & What's Not - Current & Future Perspectives From North America & Around the Globe Junior Ballroom: B	IFMA Chapters & the IFMA Foundation: A Partnership Introducing the FM Profession in High Schools ORCA
	4.01	4.02	4.03	4.04
2 p.m. - 3:15 p.m.	They Cut My Budget Again... Now What? Junior Ballroom: B	We Are Sustainable: How to Broaden Your Sustainability Initiatives Through Occupant Engagement Junior Ballroom: A	So You Succeeded in Developing a Mobility/Flexible Work Program... Now What? Junior Ballroom: CD	Best Practices for Chapter Leaders, Part 1 ORCA
	5.01	5.02	5.03	5.04
3:45 p.m. - 5 p.m.	Space Reservation Systems Can Reduce Costs & Environmental Impact Junior Ballroom: B	Mobility Programs, Change & People Working Everywhere But at Their Desks... I Have to Manage This Too? Junior Ballroom: CD	Leverage: How Much Money is Lost Due to Lack of a Coherent Real Estate/FM/Workplace Strategy? Junior Ballroom: A	Best Practices for Chapter Leaders, Part 2 ORCA

Topic Tracks

Sessions are categorized into the following tracks:

-  Best Practices
-  Sustainability & Environmental Stewardship
-  Leading & Bleeding Edge
-  Leading & Managing
-  Religious Facilities Council 
-  Corporate Real Estate Council 
-  Workplace Evolutionaries 
-  IFMA Volunteer Leaders Training



	6.01	6.02	6.03	6.04
9:30 a.m. - 10:30 a.m.	Smart Cities Challenging FM Junior Ballroom: A	Delivering FM Services in a P3 Hospital Junior Ballroom: B	It's All About People: Building Communities in the Workplace Junior Ballroom: CD	Attracting, Developing & Retaining Young Professionals ORCA
	7.01	7.02	7.03	7.04
10:45 a.m. - 11:45 a.m.	The New Economy, Change & The Workplace Junior Ballroom: CD	Reducing the Environmental Footprint: A Tail of Perseverance & Continuous Improvement Junior Ballroom: B	Understanding the Cost of Fire Interruption in Your Church Facility & How to Limit These Costs Junior Ballroom: A	Credentials & Your Chapter: Successful Course Offerings for Your Members ORCA
	8.01	8.02	8.03	
2 p.m. - 3 p.m.	Reporting Facility Management Performance: The Right Balance of Metrics & Storytelling Junior Ballroom: A	Deploying an Office Multi-stream Waste Management Program Junior Ballroom: B	Real Estate & FM: New Players in the Urban Workplace Junior Ballroom: CD	Visit facilityfusion.ifma.org/vancouver for complete session descriptions.
	9.01	9.02	9.03	
3 p.m. - 4 p.m.	Metrics in FM: More Than Just a Management Edict Junior Ballroom: A	Religious Facility Council Roundtable Discussion Junior Ballroom B	A Conversation About Conversations at Work: A World Café Junior Ballroom: CD	

Learning Levels

Sessions are also classified by levels representing career experience:

- 100 Level: Geared toward new or emerging facility professionals with less than two years of experience.
- 200 Level: Geared toward facility professionals with two to five years of experience. Ideal for credentialed or aspiring FMPs, CFMs and SFPs.
- 300 Level: Geared toward facility professionals with more than five years of experience. Ideal for credentialed or aspiring FMPs, CFMs and SFPs.

To Receive Continuing Education Units (CEUs):

- Pay the CA\$15 processing fee via registration.
- Log into the Attendee Service Center: <http://tinyurl.com/l83jw7x> (your login information was included in your conference registration confirmation).
- Complete the session evaluation, then take the five-question CEU assessment.
- After passing the assessment, you will receive your certificate of completion.
- CEUs can only be earned upon successful completion of the assessment.

Individuals seeking CEUs or LUs from other organizations must contact those organizations for instructions on self-reporting credit hours. CEUS will not be granted after April 24, 2015

To Receive 20 Certified Facility Manager (CFM) Maintenance Points:

- Record your attendance on your CFM Recertification Worksheet.
- At recertification time, submit your completed CFM Recertification Worksheet.

Tuesday, March 10

11 a.m.-12:15 p.m.

2.01 Blueprint: Transforming Office Space Design in British Columbia's Public Service

■ Leading & Bleeding Edge | **200 level** | *Robert Macdonald, BID, Government of B.C., Real Property Division* – Learn about the B.C. government's corporate initiative to transform office space design through increased mobility and collaboration.

2.02 How to Persuasively Speak Up to Higher Ups

■ Leading & Managing | **200 level** | *Monique MacKinnon, Energetic Evolution; Dorothy M. Neddermeyer, Ph.D., Genesis Consultants Inc.* – Learn how to speak up to supervisors about issues and ideas that will transform your facility into one that far exceeds just barely meeting standards.

2.03 Real Estate: What's Hot & What's Not - Current & Future Perspectives From North America & Around the Globe

■ Corporate Real Estate Council | **100 level** | *Janice Cimbalo, Esq., MCR, Jones Lang LaSalle* – Learn how global real estate trends impact your market; and gain tools for portfolio planning and strategy.

2.04 IFMA Chapters & the IFMA Foundation: A Partnership Introducing the FM Profession in High Schools to Make FM a Career of Choice

■ IFMA Volunteer Leaders Training | **200 level** | *John Carrillo, IFMA Foundation Vice Chair; Diane Coles-Levine, IFMA Foundation Chair; J. Strong, New York City Chapter Foundation Committee Chair; Jeffrey Tafel, CAE, IFMA Foundation Executive Director; James Zirbel, Past President, IFMA Madison Chapter* – Learn how IFMA chapters have successfully changed outdated perceptions of FM, creating “real-world connections” to engage high school students, parents and educators

2 p.m.-3:15 p.m.

4.01 They Cut My Budget Again... Now What?

■ Leading & Managing | **200 level** | *Peter Stroup, P.E., Harvard Medical School* – Learn how to make your budget request credible. Learn what your budget should look like and own the outcome before making the request.

4.02 We Are Sustainable: How to Broaden Your Sustainability Initiatives Through Occupant Engagement

■ Sustainability/ Environmental Stewardship | **300 level** | *Spencer Wood, Humber College; Lindsay Walker, Humber College* – Better understand why stakeholder engagement is an important part of a sustainability strategy; and learn how to expand sustainability beyond a strictly environmental focus.

4.03 So You Succeeded in Developing a Mobility/Flexible Work Program... Now What?

■ Workplace Evolutionaries | **200 level** | *Cheryl Jefferies, HOK Inc.; Isilay Civan, MSc, Ph.D., LEED AP O+M, SFP, HOK Inc.; Lisa Brinkman, HOK Inc.* – Learn how to manage workspace types, rebalance your workplace requirements and modify your strategy using real data points.

4.04 Best Practices for Chapter Leaders, Part 1

■ IFMA Volunteer Leaders Training | **200 level** | *Mary Ressler, IFMA Components Manager* – Share ideas in areas critical to chapter success, including membership, communications, programs, resource sharing and collaboration.

3:45 p.m.-5 p.m.

5.01 Space Reservation Systems Can Reduce Costs & Environmental Impact

■ Best Practices | **300 level** | *Ted Ritter, Verdecorn; Geoff Williams, Centre for Health & Safety Innovation* – Learn how to plan for an effective room reservation system and reduce the portfolio footprint while supporting an effective telecommuting strategy.

5.02 Mobility Programs, Change & People Working Everywhere But at Their Desks – I Have to Manage This Too?!

■ Workplace Evolutionaries | **200 level** | *Melodee Wagen, MCR, Workspace Strategies Inc.* – Know what to consider when managing facilities that are no longer traditional; and acquire a toolkit of helpful change management information.

5.03 Leverage: How Much Money is Lost Due to Lack of a Coherent Real Estate/FM/Workplace Strategy?

■ Corporate Real Estate Council | **300 level** | *Diane Coles-Levine, Workplace Management Solutions; Janice Cimbalo, Esq. MCR, Jones Lang LaSalle; Rodney Stone, Environetics* – Examine wasteful practices and lessons learned from the world of workplace strategy.

5.04 Best Practices for Chapter Leaders, Part 2

■ IFMA Volunteer Leaders Training | **200 level** | *Mary Ressler, IFMA Components Manager* – Share operational best practices and learn how to make and enhance connections with other chapters for collaboration and resource sharing.



Wednesday, March 11

9:30 a.m.-10:30 a.m.

6.01 Smart Cities Challenging FM

■ Leading & Bleeding Edge | **300 level** | *Jacob Gerben Wijnja, CFM, Hanze University Groningen; R.M.D. Van Der Weerd, Hanze University of Applied Sciences* – Discover how smart cities will change the FM playground. Learn how to get FM out of the corner of cost reduction and into the forefront of making money.

6.02 Delivering FM Services in a P3 Hospital

■ Best Practices | **200 level** | *Marko Kujala, Surrey Memorial Hospital Critical Care Tower, Honeywell Canada Inc.; Robert Mayhew, Fingate Capital Management; Suzanne Saatchi, BSc, MBA, CMA, Surrey Memorial Hospital Critical Care Tower; Jennifer Trost, BArch, BES, MBA, PMP, Fingate Capital Management* – Project partners will discuss the benefits and challenges of delivering FM services in a Public-Private-Partnership hospital.

6.03 It's All About People: Building Communities in the Workplace

■ Workplace Evolutionaries | **300 level** | *Chris Hood, CBRE* – Explore the rise of co-working centers and their relevance to the changing profile of the workforce demographic.

6.04 Attracting, Developing & Retaining Young Professionals

■ IFMA Volunteer Leaders Training | **200 level** | *Nick Heibin, FMP, Humber College Institute of Technology & Advanced Learning; Kristen Hurtado, FMP, MSc, LEED AP (O+M), Arizona State University; Geoff Williams, Centre for Health & Safety Innovation* – Discuss what attracts students and young professionals to a particular FM work environment.

10:45 a.m.-11:45 a.m.

7.01 The New Economy, Change & the Workplace

■ Workplace Evolutionaries | **300 level** | *Bob Fox, AIA, IIDA, LEED AP, FOX Architects* – Learn how your office space is the best tool your organization can use to improve employee engagement and performance.

7.02 Reducing the Environmental Footprint: A Tale of Perseverance & Continuous Improvement

■ Sustainability/ Environmental Stewardship | **200 level** | *Jeremy Trigg, Vancouver City Savings Credit Union* – Gain practical methods for reducing your GHG. Learn about the primary components of GHG and how each brings its own challenge.

7.03 Understanding the Cost of Fire Interruption in Your Church Facility & How to Limit These Costs

■ Religious Facilities Council | **200 level** | *Timothy O'Malley, The O'Malley Group* – Understand both the spiritual and financial cost of fire interruption through case studies of three church fires.

7.04 Credentials & Your Chapter: Successful Course Offerings for Your Members

■ IFMA Volunteer Leaders Training | **200 level** | *Randy Olson, Holmes Corp.* – IFMA credentials are a great option for extending education to your members and community; learn how to best offer them.

2 p.m.-3 p.m.

8.01 Reporting FM Performance: The Right Balance of Metrics & Storytelling

■ Best Practices | **300 level** | *Christopher Hodges, P.E., CFM, IFMA Fellow, Facility Engineering Associates* – See why a great FM report is a mix of science and art. Learn to show the balance between metrics reporting and FM's contribution to safer, more productive facilities.

8.02 Deploying an Office Multi-stream Waste Management Program

■ Sustainability/ Environmental Stewardship | **300 level** | *Tushar Patel, CFM, MSFM, Workplace Strategy Group* – Learn how to target, establish and develop a workplace strategy to better manage waste in your office environment.

8.03 RE & FM: New Players in the Urban Workplace

■ Corporate Real Estate Council | **200 level** | *Erik Jaspers, Planon International B.V.; Nancy Sanquist, Manhattan Software* – Better understand the concepts behind smart cities and how they may affect life cycle management processes for FM.

3 p.m.-4 p.m.

9.01 Metrics in FM: More Than Just a Management Edict

■ Best Practices | **300 level** | *Kristen Hurtado, FMP, MSc, LEED AP (O+M), Arizona State University; John Savicky, MSc, Arizona State University* – With tools provided, you'll be able to create or simplify a metrics system for your organization.

9.02 Religious Facilities Council Roundtable Discussion

■ Religious Facilities Council | **300 level** | *Timothy O'Malley, The O'Malley Group; Jim Christopher, CFM, SFP, LEED AP, FM + C Groveland Group, LLC*

9.03 A Conversation about Conversations at Work; A World Café

■ Corporate Real Estate Council | **300 level** | *James Ware, Ph.D., M.A., B.Sc., MBA, The Future of Work...Unlimited* – Explore the changing nature of leadership in the Age of Networked Intelligence. Work together to build a commitment to collective leadership and shared responsibility for performance.

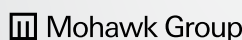


We look forward to seeing you next year in Montreal! **Save the date** for **IFMA Facility Fusion 2016: May 4-5**



IFMA Corporate Sustaining Partners

CSPs represent the highest level of support for the continued growth of IFMA and the FM profession. Join us in thanking the following high-level CSPs that have a presence in Canada for their active, ongoing and generous support.



Thank you to our Participating Partners



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